



# Remote Site Health Care TGRO 101

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# TRICARE Global Remote Overseas Program - TGRO

**Administration  
of healthcare is  
unique to each  
country**



**\*217 remote sites  
\*101 different  
countries  
\*Over 250 POCs**

# TGRO Sites in our AOR



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TGRO = TRICARE Global Remote Overseas

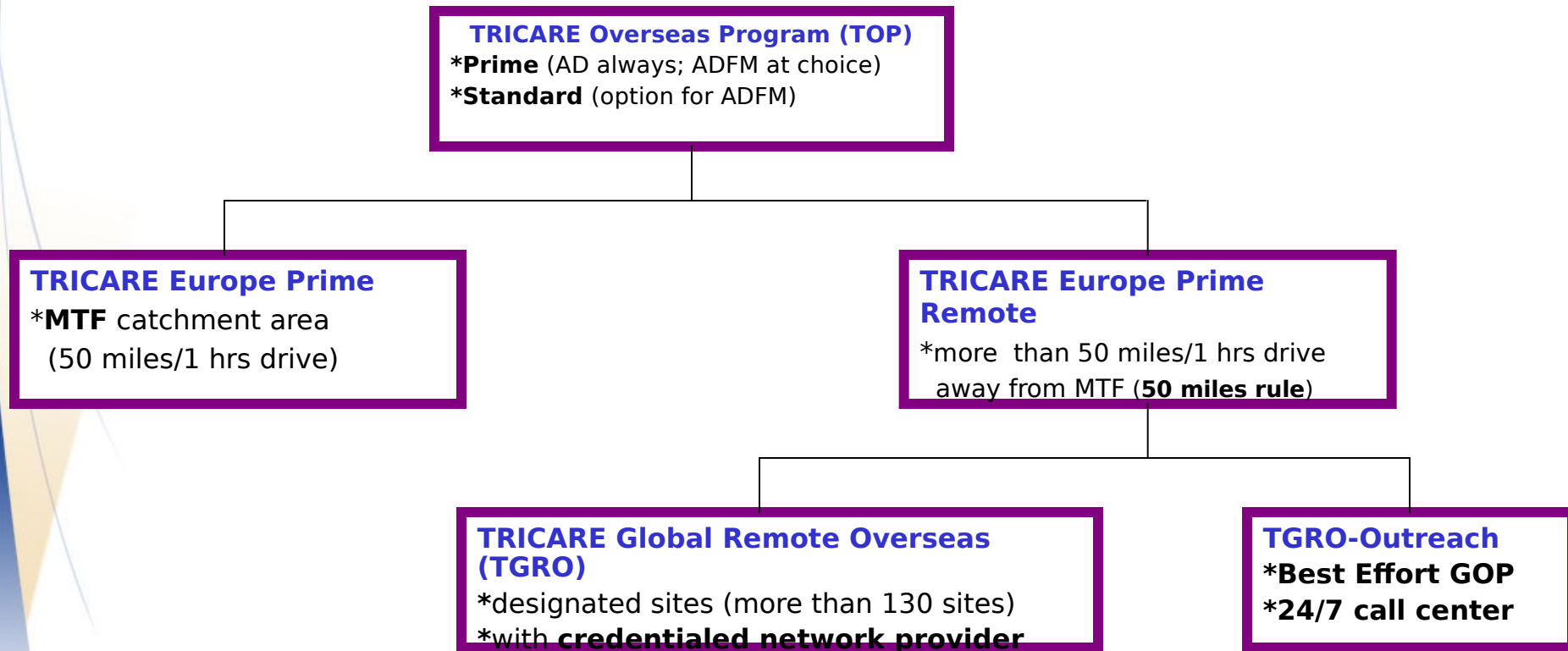
# Geographic Area - TGRO and TGRO-Outreach

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- Europe, Africa, Middle East, Central Asia, Greenland (13 Time Zones)
- 217 Sites in 101 different countries
  - 137 are TGRO sites with over 250 POCs
  - 80 are TGRO Outreach sites
- Administration of health care is unique to each country
  - POCs are critical to understanding local systems



# ***TRICARE Overseas Program (TOP)***



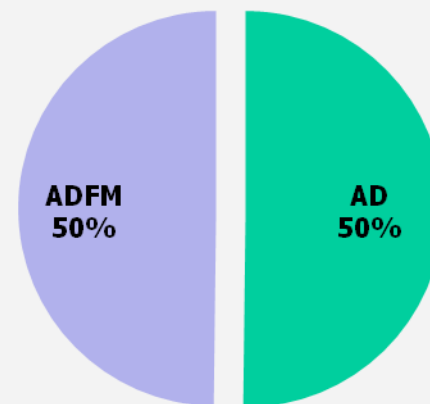
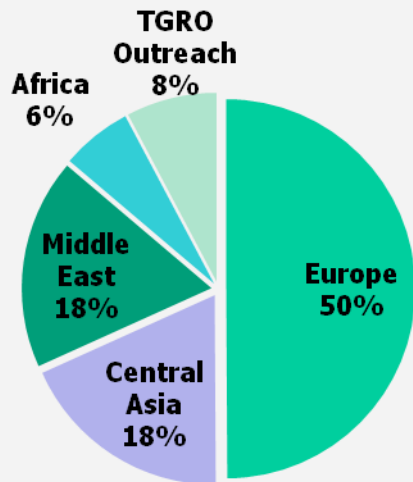
**Footnote:** Prime enrollees traveling OCONUS  
covered for emergent care





# Enrollment Data

	Air Force	Army	Navy	Marine Corps	Coast Guard	USPHS	Totals
<b>AD</b>	<b>1658</b>	<b>1205</b>	<b>462</b>	<b>758</b>	<b>30</b>	<b>25</b>	<b>4138</b>
<b>ADFM</b>	<b>1649</b>	<b>1412</b>	<b>635</b>	<b>303</b>	<b>68</b>	<b>39</b>	<b>4106</b>
<b>Total</b>	<b>3307</b>	<b>2617</b>	<b>1097</b>	<b>1061</b>	<b>98</b>	<b>64</b>	<b>8244</b>
<b>Percent</b>	<b>40%</b>	<b>32%</b>	<b>13%</b>	<b>13%</b>	<b>1%</b>	<b>1%</b>	<b>100%</b>



Source: TAO-E, Aug 2007 Enrollment Report.



TRICARE

# The TGRO Program



# What is the TGRO program?

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- TRICARE Prime remote benefit for AD and ADFM stationed overseas
- Services include;
  - Primary and Specialty Care
    - TRICARE access standards apply
  - Inpatient and Outpatient Care
  - Ancillary Services
    - Diagnostics, Durable Medical Equipment, Medical Supply
  - Inpatient Pharmacy (Outpatient at 6 locations)
  - Dental (Active Duty only)





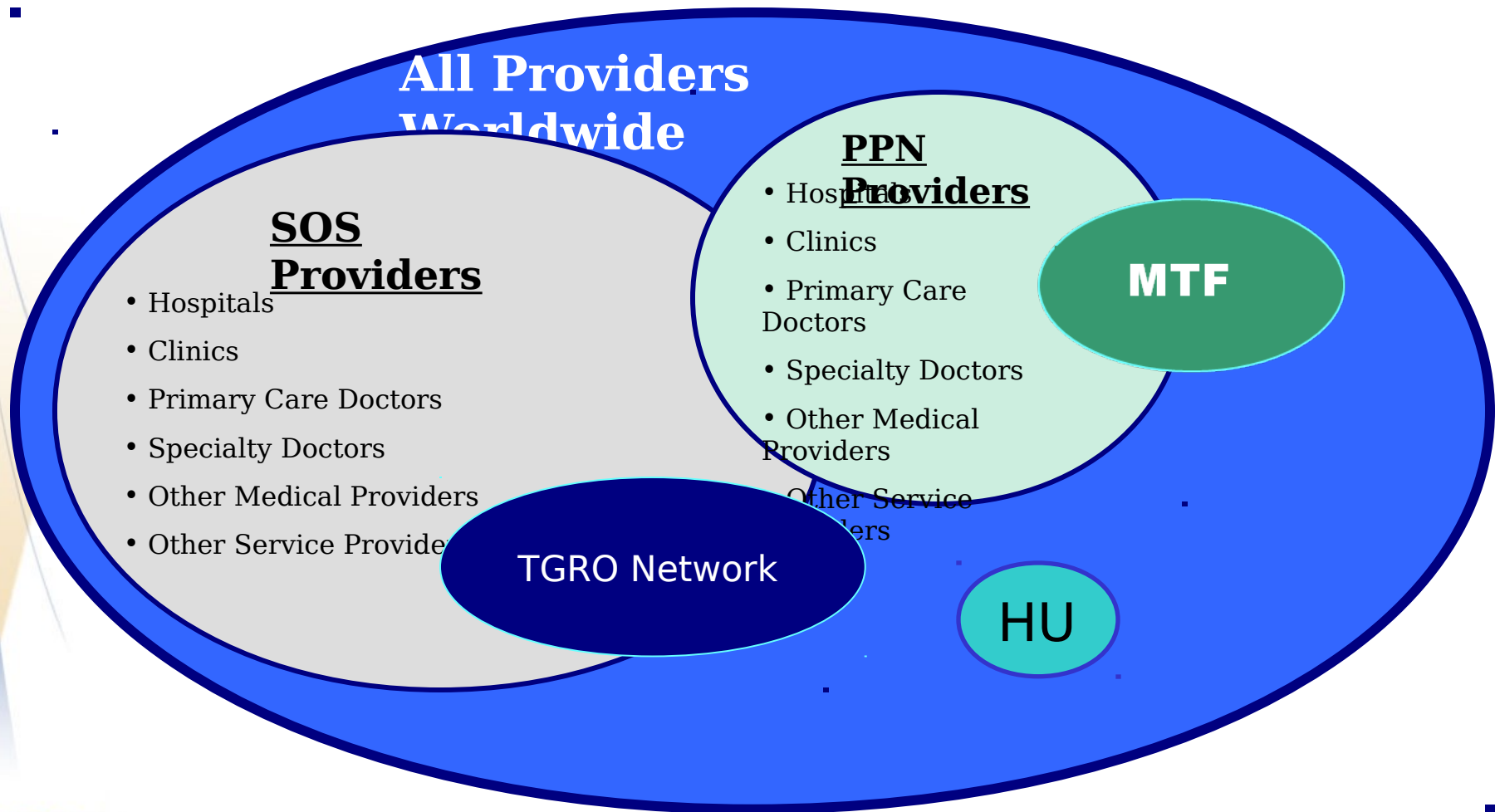
# Advantages of the TGR0 benefit

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- Contracted service through International SOS provides,
  - Rigorous Network Provider Requirements
    - ✓ Network Development
    - ✓ Strict Licensure and Training Requirements
    - ✓ English language Requirement
    - ✓ Government audit of core network
  - Enhanced Customer Service/Convenience
    - ✓ No claims filing or out-of-pocket costs
    - ✓ 24-hour access to medical advice and referral/appointment scheduling
    - ✓ Coordination of emergency medical evacuation
    - ✓ Beneficiary satisfaction surveys



# TRICARE Global Remote Overseas Network



# Accessing the International SOS Network

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- Enrollees MUST CONTACT INTERNATIONAL SOS for all Routine and Specialty care.
  - May use the local toll-free access number or call direct at +44-20-8762-8133 (will accept collect calls)
  - For urgent and emergent cases, seek care at the nearest medical facility and contact SOS as soon as possible.
- International SOS website lists network providers in remote location
- Failure to use the network will result in the point of service charges
  - ✓ 50% of the cost of covered care
  - ✓ \$300 deductible (single) or \$600 (family)
  - ✓ Active Duty may have claims rejected in full



# Enrollment to TGRO


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- TGRO is mandatory for Active Duty Service Members and Reservist on orders of >30 days.
- TGRO is optional for Family Members.
  - Choice between TGRO or TRICARE Standard
  - TRICARE Standard
    - ✓ Co-pays (20%)
    - ✓ Deductibles
      - E1-E4: \$50 (single) & \$100 (family)
      - E5 and above: \$150 (single) and \$300 (family)
    - ✓ Catastrophic cap for ADFM: \$1000
    - ✓ No enrollment form. Claims submitted to WPS.
- Note: Retirees are not eligible for TGRO



# Enrollment to TGRO

- Submit TGRO enrollment forms to the local POC or TRICARE Europe CTSC.
- TGRO enrollment cards will be provided to the enrolled beneficiary

 **TRICARE OVERSEAS PROGRAM PRIME ENROLLMENT APPLICATION**

CAN BE COMPLETED BY ANY ADULT BENEFICIARY. SEE REVERSE FOR DIRECTIONS. PLEASE PRINT CLEARLY.

SPONSOR INFORMATION						
<small>Overseas Area (Circle One)    TRICARE Europe    TRICARE Pacific    TRICARE Latin America and Canada</small>						
1. Sponsor Name (last, first, middle initial)	2. Sponsor Social Security Number	3. Sex	4. City and Country	5. Date of Birth (dd/mm/yy)	6. Rank	7. Telephone Numbers
						Home: _____ Duty: _____
8. Duty Address (Unit, Office Symbol, Station, APO/PO)	9. DEROS/PRD ("required")	10. Mailing Address			11. Sponsor Branch of Service (Must be Active Duty)	
					<div style="display: flex; justify-content: space-between;"> <span>Army</span> <span>Air Force</span> <span>Navy</span> </div> <div style="display: flex; justify-content: space-between;"> <span>Marines</span> <span>USCG</span> <span>NOAA/PHS</span> </div>	
12. E-Mail Address (if available) Please Print Clearly	13. Sponsor Status (circle One)			14. Preferred Military Treatment Facility Site/ PCM (if applicable)		
Sponsor _____ Spouse _____	<div style="display: flex; justify-content: space-between;"> <span>Active Component</span> <span>Activated Guard/Reserve</span> <span>Flyer/PRP</span> </div> <div style="display: flex; justify-content: space-between;"> <span>Transitional Survivor</span> <span>Other _____</span> </div>					
<b>FAMILY MEMBER INFORMATION</b>						
<small>LIST ALL FAMILY MEMBERS WHO ARE EITHER COMMAND SPONSORED, OR RESIDED WITH THE SPONSOR IN COUNTRY AT THE TIME OF ACTIVATION, WHO ARE APPLYING FOR ENROLLMENT IN A TRICARE OVERSEAS PRIME OPTION. PLEASE PRINT CLEARLY. (Please do not list members not physically residing with you.)</small>						
15. Family Member Name (last, first, middle initial)	16. Date of Birth (dd/mm/yy)	17. Relation to Sponsor	18. Date of Arrival in Country	19. Current City & Country of Residence	20. Military Treatment Facility (if applicable)	21. PCM Selection
22. SIGNATURE: "I have read the instructions on the reverse side of this form and understand the Privacy Act Statement listed there. I further request enrollment for myself and my listed family members in the TRICARE Overseas Program Prime option."		SIGNATURE _____		DATE _____		

(Rev. Jan 2007) Please return this completed application to the appropriate TRICARE Office **WITH A COPY OF YOUR ORDERS** (details on back)



# Enrollment Card



John Joe

TE 1234567

Valid from 01/01/2002 to 12/31/2002

**M E M B E R C A R D**

## CALL SOS FOR THESE MEMBER SERVICES

- 1) 24-hour advice from SOS Doctors
- 2) Referral for routine and emergency medical and dental care
- 3) Arrangement of medical appointments and hospitalization
- 4) Guarantee of medical bills

Contact SOS as soon as possible for all emergency situations  
**44 (20) 8762 8133 - Collect**

for non-emergency situations or inquiries, e-mail SOS at:  
**[tricarelon@internationalsos.com](mailto:tricarelon@internationalsos.com)**

or call  
**44 (20) 8762 8133 - Collect**





# Accessing Health Care




- 1) TGRO enrollees contact International SOS for appointment scheduling (specialty care requires a referral from PCM)
- 2) International SOS books the appointment with the local provider and provides a Guarantee of Payment before the visit.
- 3) Beneficiary presents TGRO enrollment cards at the appointment and care is provided.




# Coordination of Care

- Received from SOS on TGRO Enrollees
- Allows Medical Director and UM nursing staff to coordinate care
- Staff can address administrative issues
- Facilitates communication to Service Reps



## NOTIFICATION OF CASE



Information contained in this correspondence may be subject to the Privacy Act of 1974 (5 U.S.C. 552a). Personal information contained in this correspondence may be used only by authorized persons in the conduct of official business. Any unauthorized disclosure or misuse of personal information may result in criminal and/or civil penalties. If you are not the intended recipient of this correspondence please destroy all copies of this correspondence after notifying the sender of your receipt of it.

To:	TRICARE Area Office - Europe	SOS Case No:	05LON12345
Attn:	Remote Site Healthcare	Number of Pages:	1
From:	International SOS	Date case opened:	05 Jan 2005
Today's date:	05 Nov 2005	Previous correspondence sent:	03 Nov 2005

Please see following details of new case:

- 1) **Patient's details**

Name:	LAST NAME, First Name
Date of Birth/ Age:	24/07/1969
Social Security Number:	123-45-6789
Branch:	Service Branch Here
Status :	ADFM: In their enrolled site
- 2) **Incident details**

Nature of Illness:	Appendicitis
Incident Date:	9 January 2005
City and Country:	Pretoria, South Africa
Hospital Name:	Hospital Name
In/Outpatient:	Inpatient
Assistance Required:	Guarantee of Payment
- 3) **Estimated Costs: 4,000 USD guaranteed to dates**
  - ☒ -- FYE: no action required
  - ☐ -- Benefit question, TAO-E input required
  - ☐ -- Medical input required, TAO-E input required
  - ☐ -- File to be closed by SOS

**Medical Update:**

Please be advised of the above-mentioned ADFM, currently enrolled in a Remote Site.

Further to our update from the 15th November 2005, the beneficiary was discharged from hospital on the morning of 04th November 2005 following her operation. Further to our update from the 15th November 2005, the beneficiary was discharged from hospital on the morning of 04th November 2005 following her operation. Further to our update from the 15th November 2005, the beneficiary was discharged from hospital on the morning of 04th November 2005 following her operation.

The patient is at home now and feeling much better, she will have a follow up with her doctor on the 30th November 2005. We will proceed to guarantee the payment of this appointment

We will continue to monitor her closely should she require any more assistance and will updated you if necessary.

Best regards,

**TRICARE Medical Team**  
International SOS London

International SOS (UK) Ltd  
Sixth Floor, Landmark House, Hammersmith Bridge Road, London W6 9DP  
Tel 44 (0) 20 8762 8133 Fax: 44 (0) 208 762 8125 email [tricarclon@internationalsos.com](mailto:tricarclon@internationalsos.com)  
24-Hr Alarm Center 44 (0) 20 8762 8008 [www.internationalsos.com](http://www.internationalsos.com)



# Dental Care - Active Duty ONLY!

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- Eligibility: Services available only for AD Service Members and Reservist on orders of >30 days.
  - ADFM are not eligible. Coordinate care through UCCI.
- Access and authorization process identical to health care appointing.
  - Appointments scheduled through International SOS
  - Cashless and claimless
  - Network of certified providers
- Dental care only approved for TRICARE authorized services.
  - For questions contact TRICARE Europe CTSC.



# Dental Care - Active Duty Family Members

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- Family members are not covered by International SOS.
- Must use their United Concordia Companies Incorporated (UCCI) benefit.
- Information available at: [www.ucci.com](http://www.ucci.com)
- International SOS can assist with identifying a network dentist.
- No GUARANTEE OF PAYMENT for family members.
  - Submit claims through UCCI



# Pharmacy Options

Source	Processing	Supply	Co-Pay	Contact
<b>Local Pharmacy</b>	<b>WPS Pay &amp; Claim</b>	<b>30/90 Day</b>	N/A	TGRO POC
<b>Int. SOS</b>	<b>Int. SOS (6 sites)</b>	<b>30 Days</b>	\$0	Int. SOS
<b>TMOP</b>	<b>Express Scripts</b>	<b>90 Days</b>	\$3/\$9	Express-scripts.com
<b>MTF</b>	<b>MTF</b>	<b>90 Days</b>	\$0	MTF



# Medical Transportation

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- International SOS will coordinate urgent and emergent medical transportation for:
  - AD and ADFM TGRO enrolled beneficiaries.
  - AD on TDY/TAD, deployed, leave, liberty, etc. in remote locations
- Transportation may be via ground or air
- All air medical evacuations are routed through TPMRC or JPMRC for military aircraft availability.
- Transportation for routine care is coordinated and funded by the individual services.





# **TGRO POC Roles and Responsibilities**



# TGRO POC daily admin

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## *What's the day to day job of a POC?*

- Enroll beneficiaries
- Issue enrollment cards
- Distribute TRICARE information to beneficiaries (education of beneficiaries e.g. POS)
- File claims with WPS, UCCI, ...



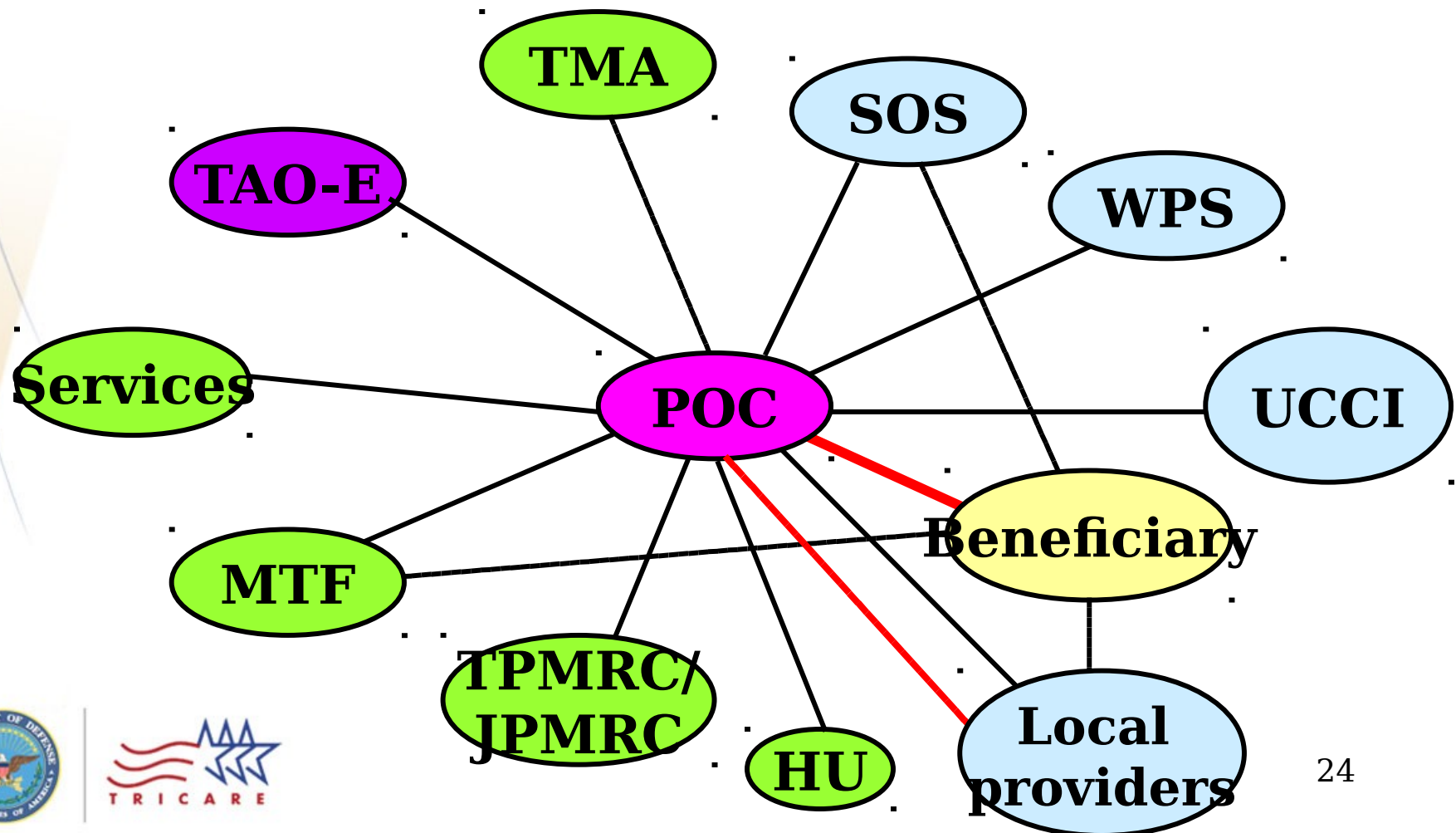
# POC Responsibilities

- **Succession plan - POC appointment**  
(TMA, Aurora, CO)
- **Enrollments/Disenrollments**  
(CTSC)
- **Issuing TRICARE membership cards**  
(TRACS)
- **Filing claims**  
(WPS, UCCI)
- **Informing beneficiaries on TRICARE issues**  
(TAO-E)
- **Liaison**  
(Beneficiary, SOS, HU, WPS, Service Reps (TDY), TAO-E, etc)
- **“Ears and eyes” on the ground**  
(fraud, uniqueness, suggestions, etc.)
- **Patient movement**  
(TPMRC, JPMRC, SOS)
- **Healthcare involvement on Noncombatant Evacuation Organizations (NEO)**  
(Inform TAO-E; inform beneficiaries)



# Local POC as TRICARE Advocate

## Interaction of POC



# POC Appointment

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## ***How do I become a TRICARE POC?***

- Point of Contact (POC) is designated by the unit Commander and appointed by a letter to TMA
- Forward appointment letter to Waldemar Pustul
  - FAX +49-6302-67-6374 or DSN: 314-496-6374
  - Email [waldemar.pustul@europe.tricare.osd.mil](mailto:waldemar.pustul@europe.tricare.osd.mil)
- POC's email address added to TAO-E's distribution list
- TAO notifies WPS of new appointments
- Please DEROS on your appointment letter



# POC Appointment

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## ***Why do I need to be appointed by TAO-Europe?***

- TAO-Europe requires direct oversight of all POCs
  - To fax claims to WPS
  - To get access to TRICARE4U (WPS claims)
  - To receive information by email from TAO-E





# Claims Filing

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***What claims do I need to assist the beneficiary with?***

- International SOS
  - Local provider issues
- Wisconsin Physicians System (WPS)
  - Pharmacy
  - Durable Medical Equipment (DME)
  - Beneficiaries in Standard
- United Concordia
  - ADFM Dental



# Educational Tools

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- TRICARE POC Handbook  
(lists all important phone numbers and forms)
- TAO-E's website  
([www.europe.tricare.osd.mil](http://www.europe.tricare.osd.mil))  
*Senior Enlisted Liaison* [www.europe.tricare.osd.mil/sel/default.asp](http://www.europe.tricare.osd.mil/sel/default.asp)
- Fact Sheets  
(especially, FS#7,8,10,19)
- Policy letters
- Emails from TAO-E
- SOS's marketing material



# Information Resources

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## **TRICARE Europe**

Central TRICARE Service Center

(49) 630-267-7433

DSN: 496-7433

<http://www.europe.tricare.osd.mil>

## **International SOS**

0044-(0)208-762-8133 (collect)

(Local toll free number listed on the website)

<http://www.internationalsos.com/private/tricare/europe>



# Informational Resources

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## *Service Representatives*

### AIR FORCE

**Maj Angela Blackwell  
AFMOA**

[angela.blackwell@lackland.af.mil](mailto:angela.blackwell@lackland.af.mil)

DSN 312-945-2426

Comm +001-210-925-2426

### Navy/Marine Corps

**LTJT Leonarda Deguzman**

**Fleet Medical Officer, NAVEUR**

[Leonarda.deguzman@med.navy.mil](mailto:Leonarda.deguzman@med.navy.mil)

DSN: 629-6216

Comm +39-081-811-6216

### Arm

**y  
Mrs. Carolyn Walden  
ERMC**

[Carolyn.Walden@hbg.amedd.army.mil](mailto:Carolyn.Walden@hbg.amedd.army.mil)

DSN 371-3123

Comm +49-6221-17-3123





# QUESTIONS or COMMENTS?

